

## Terms and Conditions

### BUSINESS FIBRE BROADBAND – Fibernet™ Lite / Fibernet™

#### Terms of Service

1. ViewQwest Pte Ltd (“ViewQwest”) will process the order after this Service Application and Agreement Form (“SAF”) has been filled in correctly and endorsed by all parties (ViewQwest Corporate Sales, Customer and Vendors). This Service Application and Agreement Form does not constitute an offer of acceptance by the Customer and is not intended to be contractually binding until it has been accepted and counter signed by ViewQwest. Any incorrectly completed fields in this form may cause delays in the activation of service.
2. ViewQwest will only accept this Service Application and Agreement Form if a Feasibility Study does not reveal additional measures accompanied with additional costs or if – in case of necessary measures – Customer accepts a corresponding separate offer for the necessary additional measures.
3. All Charges specified in this Service Application and Agreement Form are exclusive of any taxes including, but not limited to, any applicable withholding taxes. In the event the Charges are subject to withholding tax, the Customer shall pay such additional amount as shall be required to ensure that the net amount received by ViewQwest shall be the same as the Charges set out in this Service Application and Agreement Form as if no such withholding tax was payable. The Customer shall also provide ViewQwest with the official receipt of payment of such taxes to the appropriate taxing authority.  
If any taxing or governmental authority asserts that the Customer should have deducted or withheld for or on account of any taxes with respect to all or a portion of any Charges made hereunder, or that ViewQwest should have collected certain taxes from the Customer which ViewQwest did not collect, the Customer hereby agrees to indemnify and hold ViewQwest harmless from such taxes
4. Any changes to the Service Application and Agreement Form’s printed Terms of Service or Prices require signed approval from ViewQwest’s Management, or this SAF will be considered as invalid and can be rejected at any time even after the Form has been processed by ViewQwest Corporate Sales.
5. **Provisioning Lead Time**
  - a) **Fibernet™ Lite and Fibernet™** services will be **activated within 14 working days** after the Site Survey under normal circumstances, subject to availability of resources, network, service, access, in-building cabling and procurement of relevant approvals, including Building Management’s approval. Subject to existing fibre coverage, it may take 30 working days for the service to be activated.
  - b) **Fibernet™ Premium** will be **activated within 30 working days** under normal circumstances.
  - c) Lead time may be subjected to delays caused by Building Management, third parties or unforeseen circumstances. The delays may cause **45 working days or longer** for the service to be activated.
  - d) ViewQwest is not liable for any service compensation if the service is not activated due to circumstances beyond the reasonable control of ViewQwest.
  - e) ViewQwest reserves the right to replace any hardware provided with a fit-for-purpose equivalent.
6. **Relocation of Service / Change of Installation Address**
  - a) The Customer may relocation the Service to a new premise subject to the general relocation lead time of **30 working days**. Once the Service has been provisioned at the new premise, the existing contract would be transferred to the new site, the existing contract would be transferred to the new line, and relocation charges will be applied to the next invoice.
  - b) The Standard Relocation Charges for the Fibernet™ series of services are listed below:
    - i. Fibernet™ Lite and Fibernet™: SGD 800.00 (excluding GST)
    - ii. Fibernet™ Premium: SGD 2,500.00 (excluding GST)
  - c) ViewQwest provides the following Relocation of Service options:
    - i. **Hot Relocation:** For Hot Relocation, a new circuit will be set up at the new premise and the existing circuit at your old premise will be deactivated. ViewQwest provides a maximum 14 calendar days grace period between the completion of the new circuit and the deactivation of the old circuit. Requests for Hot Relocation for all services within the first six (6) months of the contract are strictly not allowed. The Customer is required to carry the existing ONT and Router to the new premise.
    - ii. **Parallel Relocation:** For Parallel Relocation, a new circuit will be setup at the new premise. The existing circuit at your old premise will remain active until such a time when the Customer informs ViewQwest to terminate the service with a minimum lead time of 5 working days. There is an additional OTC of SGD 600.00 (excluding GST) applicable for the full Parallel Relocation option. The Customer will be required to facilitate our Field Engineers to install the ONT and Router (where applicable) at the new site within this period. The Customer will be liable to the overlapping Monthly Recurring Charges for the service during the period when both circuits are active. If the service comes with a static IP or static IPs, the Customer will not be able to use the old static IP address(es) on the new circuit. A new static IP address will be assigned for the new circuit.
      - i. ViewQwest will install a Router at the new premise if the subscribed service comes with the standard Managed Router (Ubiquiti Edge Router Lite) only.
      - ii. ViewQwest reserves the right to replace any hardware models provided with a fit-for-purpose equivalent.
  - d) Customer will be liable for the standard relocation charges for the respective service if the installation address is changed before the activation of the service.
7. **Upgrade of Service**  
The Customer may upgrade the Service during the initial contract term at any time according to your business needs. No Early Termination Charges will apply for upgrades of service with an increase in the Monthly Recurring Charges.
8. **Technical Support**
  - a) For technical help, please call our Technical hotline at +65 6491 1010 or email us at [corporate.support@viewqwest.com](mailto:corporate.support@viewqwest.com).
  - b) On-site Technical Support by ViewQwest engineers for ViewQwest services is chargeable at SGD350.00 (excluding GST) for the 1<sup>st</sup> hour. Subsequent hour(s) are charged at the following rates subject to ViewQwest’s terms and conditions:
    - iii. Weekday Office Hours: SGD300.00 (excluding GST) per hour
    - iv. Weekday After Office Hours: SGD700.00 (excluding GST) per hour
    - v. Weekend and Public Holidays: SGD875.00 (excluding GST) per hour
  - c) On-site Technical Support is chargeable unless the requested support falls within the scope of ViewQwest’s managed services subscribed to by the Customer. For example, troubleshooting a managed Customer Premise Equipment (CPE) provided by ViewQwest is not chargeable, whereas troubleshooting hardware not provided and unmanaged by ViewQwest is chargeable.
  - d) ViewQwest is not responsible for the functionality of unmanaged network equipment that is connected after ViewQwest’s Optical Network Terminal (ONT), or the condition of internal wiring at Customer’s premise. Normal warranty and support applies for ViewQwest managed network equipment.
  - e) ONT is provided as part of the service and remains the property of ViewQwest. It is warranted for the duration of the service.
9. **In-Building Wiring**  
ViewQwest provides and maintains the Fibre Termination Point (FTP), fibre patch cord and the ONT. The Customer is responsible to ensure that they are kept in good condition. The customer is responsible for the materials and fibre infrastructure within the Customer’s premises, including trunking, cabling, Cat 5/5e/6 cable and others.
10. **Repair, Replacement or Removal of Fibre Termination Point (FTP)**  
The Customer will be charged an OTC of SGD900.00 (excluding GST) for each request of repair, replacement or removal of one (1) fibre termination point and/or fibre cables within the same premise.
11. **Subscription Billing**  
Invoices will be billed monthly in advance and are subjected to prevailing GST or other government charges where applicable. The Customer hereby agrees to pay ViewQwest Pte Ltd for all charges incurred on their monthly invoice. All charges are calculated and billed as listed here (valid at the time of signing).
12. **Cancellation of Service before Service Activation**  
The Customer will be liable for the OTC and the remaining contract value should they cancel the service once the order is confirmed and placed. Cancellation must be written or printed on the Customer’s Company letterhead and signed by the authorised signatory.
13. **Termination of Service**
  - a) Unless this contract is replaced by a new service contract of an equal or greater value, termination of this contract by the Customer for any reason before the expiry of the agreed contract period will result in the Customer being liable to pay the remainder of the contract service fee until the contract expiry date (“**Early Termination Charges**”).
  - b) **The termination notice period is 30 calendar days.** The Customer must send an official termination letter with an Authorised Signature and the Company Stamp on the company’s letterhead to terminate their services with ViewQwest.
  - c) This contract will be deemed automatically renewed on a monthly basis at the Monthly Recurring charge as listed in this Form, if no written termination notice of 30 calendar days is received prior to expiry date or if the Customer does not re-contract the service.

- d) ViewQwest may terminate or suspend the Customer's use of the service without notice, should the Customer become negligent for improper use of the service or for failing to pay their outstanding invoice charges. A reactivation charge equivalent to the OTC or Relocation Charge, whichever is higher, for the respective service must be paid in advance before the reactivation process.
- e) For all Fibernet™ Lite 100Mbps, 200Mbps and 300Mbps 24 months' contracts, customers will be liable for a disconnection fee of SGD250.00 (excluding GST) upon the discontinuation of service.

**14. ViewQwest's General Terms & Conditions**

- a) Please refer to ViewQwest's Terms & Conditions on our website – [http://www.viewqwest.com/subscribercare/Viewqwest\\_TermsAndConditions.pdf](http://www.viewqwest.com/subscribercare/Viewqwest_TermsAndConditions.pdf)
- b) ViewQwest's Data Protection Policy can be viewed at <http://www.viewqwest.com/data-protection> including how you may access and correct your personal data or withdraw consent to the collection, use or disclosure of your personal data.

## Terms and Conditions 500Mbps Biz™ / OneBiz™

### **1 Service Application Form**

- 1.1 ViewQwest Pte Ltd ("ViewQwest") will process this Order after this Service Application Form ("SAF") has been filled in correctly and endorsed by all Parties. This SAF is not intended to be contractually binding until it has been accepted and counter signed by ViewQwest. Any incorrectly completed fields in this SAF may cause delays in the activation of the Service(s).
- 1.2 Unless otherwise defined in this SAF, the words used in this SAF shall bear the same meaning as those used in ViewQwest's General Terms and Conditions (see [http://www.viewqwest.com/subscribercare/Viewqwest\\_TermsAndConditions.pdf](http://www.viewqwest.com/subscribercare/Viewqwest_TermsAndConditions.pdf)).
- 1.3 ViewQwest will only accept this SAF subject to a Feasibility Study to be carried out by ViewQwest. In the event that the Customer requires additional measures to be implemented for the provision of the Service, the Customer will have to pay for the necessary additional measures.

### **2 Services**

- 2.1 This SAF is only in relation to the service(s) in the SAF ("Services") as provided by ViewQwest.
- 2.2 Upon signing up for the Services in this SAF, the Customer will be deemed to have signed a new contract and a new contract term based on the contract term of the chosen plan in this SAF shall apply. For the purposes of this clause, Customers with existing Connectivity Services will have their term restarted.
- 2.3 For the provision of the Connectivity Services:-
  - (a) ViewQwest provides and maintains the Fibre Termination Point ("FTP"), fibre patch cord and the ONT and the Customer is responsible to ensure that they are kept in good condition.
  - (b) The Customer is responsible for the materials and fibre infrastructure within the Customer's premises, including trunking, cabling, Cat 5/5e/6 cable and other materials as required by ViewQwest.
- 2.4 For the provision of the OneVoice™ Services:-
  - (a) Service quality will only be supported with ViewQwest's Connectivity Services; and
  - (b) The Customer is responsible for the following:-
    - (i) Switch / LAN Ports – VLANS tagged on each port, where the IP Phone is connected, should have Internet Connectivity;
    - (ii) LAN Cable (RJ45)
    - (iii) Audio equipment; and
    - (iv) Internet/Network Connectivity.
- 2.5 Any modifications to the Services after the activation of the Services will require five (5) working days to be activated.
- 2.6 The Services will be provisioned and activated within twenty-one (21) working days from the date ViewQwest accepts this SAF, subject to hardware availability, delays caused by third parties, or any circumstances beyond the reasonable control of ViewQwest.

### **3 Relocation of Services**

- 3.1 In the event that the Customer chooses to relocate the Services in accordance with this Clause, the Customer:-
  - (a) Shall provide ViewQwest with thirty (30) days' prior written notice; and
  - (b) Agrees to the Relocation Charges set out in Clause 7.2 below.
- 3.2 Once the Service has been successfully relocated to the new premise, the existing contract will be transferred to the new premise and line, and the relevant Relocation Charges will be reflected in the next invoice.
- 3.3 ViewQwest provides the following Relocation Services:-
  - (a) Hot Relocation:
    - (i) For Hot Relocation, a new circuit will be set up at the new premise and the existing circuit at the Customer's old premise will be deactivated after a fourteen (14) calendar days' grace period.
    - (ii) Customers who are within the first six (6) months of their contract are strictly not allowed to request for Hot Relocation.
    - (iii) The Customer is required to use the existing ONT and Router at the new premise.
  - (b) Parallel Relocation:-
    - (i) For Parallel Relocation, a new circuit will be set up at the new premise. The existing circuit at the Customer's old premise will remain active until the Customer provides ViewQwest with at least five (5) working days' notice to terminate the service at the old premise. The Customer will be required to facilitate ViewQwest's Field Engineers to install the ONT and Router (where applicable) at the new site within this period.

- (ii) During the period when both circuits (i.e. old and new premises) are active, the Customer shall be liable for the Monthly Recurring Charges for both Services.
- (iii) If the Service comes with a static IP or static IPs, the Customer will not be able to use the old static IP address(es) on the new circuit. A new static IP address will be assigned for the new circuit.
- (iv) ViewQwest reserves the right to replace any hardware models provided with a fit for purpose equivalent.

3.4 In the event that the Customer requests to change the installation address before the Service Activation Date, the Customer will be liable for the Standard Relocation Charges set out in Clause 7.2 below.

#### 4 IDD 001 and 002 Services

4.1 All OneVoice™ Plans are enabled with IDD 001 and 002 (collectively referred to as “IDD Services”) and the Customer will be provided with a unique PIN to authorise any outgoing IDD calls. The Customer will be solely responsible for instituting and maintaining security procedures to ensure the integrity and security of its network and the unique PIN. ViewQwest shall not be liable for unauthorised access to the Customer’s network or other breaches of the Customer’s network security.

4.2 By using the IDD Services, the Customer agrees to the following:-

- (a) To allow ViewQwest to redirect all IDD calls through ViewQwest’s IDD Services; and
- (b) Being charged the corresponding IDD Rates based on the Customer’s usage of the IDD Services. The IDD Rates are set out in the IDD Rates Table (see <https://corporate.viewqwest.com/products/onevoice.html>), which may vary from time to time without any prior notice to the Customer.

#### 5 Leased Equipment

5.1 For leased equipment listed in this SAF (“Leased Equipment”), ViewQwest will provide servicing and/or replacement of the Leased Equipment, subject to the Terms and Conditions herein.

5.2 Upon the expiration or termination of the Services, the Customer shall return the Leased Equipment to ViewQwest within seven (7) days from the date of expiration or termination of the Services.

5.3 The Customer shall be liable for the as new replacement cost of the Leased Equipment or a fit for purpose equivalent if:-

- (a) The Customer fails to return the Leased Equipment to ViewQwest within seven (7) days from the date of expiration or termination of the Services; or
- (b) The returned Leased Equipment is, in ViewQwest’s reasonable opinion, not fit for purpose due to including but not limited to misuse, inappropriate care or unauthorized repair.

5.4 The Customer is eligible for an upgrade of the Leased Equipment upon fulfilling a continuous contractual period of twenty-four (24) months of the Services.

5.5 ViewQwest reserves the right to replace refurbished purchases with equipment that is fit for purpose at the point of installation.

#### 6 Technical Support

6.1 The Customer may contact ViewQwest’s Technical Hotline at +65 6491 1010 or via Email at [corporate.support@viewqwest.com](mailto:corporate.support@viewqwest.com).

6.2 In the event that the Customer requires on-site Technical Support, ViewQwest reserves the right to charge the Customer as follows:-

Period	Charges (SGD \$)
<b>1<sup>st</sup> Hour</b>	
All Hours	350.00
<b>Subsequent Hours</b>	
Weekday Office Hours (0900h to 1700h)	300.00 per hour
Weekday After Office Hours (1700h to 0900h)	700.00 per hour
Weekend and Public Holidays	875.00 per hour

#### 7 Charges

7.1 All Charges quoted in this SAF:-

- (a) Are subject to change in accordance with the General Terms and Conditions; and
- (b) Do not include GST or any other applicable taxes, unless otherwise stated.

7.2 ViewQwest reserves the right to charge the Customer the following amounts:-

Item	Charges (SGD \$)
<b>One-Time Charge (“OTC”)</b>	
Request to repair, replace, or remove the existing Fibre Termination Point or Fibre Cables	900.00
Hot Relocation Charges	900.00
Parallel Relocation Charges	1,400.00
Service Activation (OneVoice)	19.99 per line
Re-Activation (OneVoice)	50.00 per line

Item	Charges (SGD \$)
<b>Call Charges</b>	
Local incoming calls from all networks (i.e. both On-Net and Off-Net)	Free
Local On-Net outgoing calls	Free
1 <sup>st</sup> 1,000 minutes of all local outgoing calls per line per calendar month	Free
Subsequent local Off-Net outgoing calls over the 1 <sup>st</sup> 1,000 minutes per line per calendar month	0.0148 per minute
<b>IDD Charges</b>	
IDD Rates	See Cl. 4.2(b)

## 8 Renewal and Termination

- 8.1 The Services will be automatically renewed on a monthly basis on mutually agreed terms at the Charges listed in this SAF, unless prior to the expiry of the Services, the Customer gives thirty (30) days' prior written notice to ViewQwest of its intention not to renew.
- 8.2 In the event that:-
- (a) The Customer's Connectivity Services provided by ViewQwest expires or is terminated:-
    - (i) The Services provided under this SAF may similarly be terminated; and
    - (ii) The Customer is liable to pay Early Termination Charges amounting to all the Charges payable for the remaining Term of the Services, if applicable.
  - (b) The Customer's OneVoice™ Services is terminated:-
    - (i) The Customer is liable to pay Early Termination Charges amounting to all the Charges payable in relation to the OneVoice™ Services for the remaining Term of the OneVoice™ Services, if applicable.

## 9 General

- 9.1 Please read the General Terms and Conditions before registering and/or using ViewQwest's Services. These Terms and Conditions are deemed incorporated by reference.
- 9.2 Use of ViewQwest Services will constitute acceptance of these Terms and Conditions and any amendments thereto.

# Terms and Conditions OneVoice™

## Service Application Form

- 9.3 ViewQwest Pte Ltd ("ViewQwest") will process this Order after this Service Application Form ("SAF") has been filled in correctly and endorsed by all Parties. This SAF is not intended to be contractually binding until it has been accepted and counter signed by ViewQwest. Any incorrectly completed fields in this SAF may cause delays in the activation of the Service(s).
- 9.4 Unless otherwise defined in this SAF, the words used in this SAF shall bear the same meaning as those used in ViewQwest's General Terms and Conditions (see [http://www.viewqwest.com/subscribercare/Viewqwest\\_TermsAndConditions.pdf](http://www.viewqwest.com/subscribercare/Viewqwest_TermsAndConditions.pdf)).

## 10 Services

- 10.1 This SAF is only in relation to the service(s) in the SAF ("Services") as provided by ViewQwest.
- 10.2 The OneVoice Services will only be provided with guaranteed service quality support with ViewQwest's connectivity services.
- 10.3 For the provision of the Services, the Customer is responsible for the following:-
- (a) Switch / LAN Ports – VLANS tagged on each port, where the IP Phone is connected, should have Internet Connectivity;
  - (b) LAN Cable (RJ45)
  - (c) Audio equipment; and
  - (d) Internet/Network Connectivity.
- 10.4 Any modifications to the Services after the activation of the Services will require five (5) working days to be activated.
- 10.5 The Services will be provisioned and activated within twenty-one (21) working days from the date ViewQwest accepts this SAF, subject to hardware availability, delays caused by third parties, or any circumstances beyond the reasonable control of ViewQwest.
- 10.6 Number Portability – ViewQwest will support number portability into/out of ViewQwest network in number blocks of 10 only.

## 11 IDD 001 and 002 Services

- 11.1 All OneVoice™ Plans are enabled with IDD 001 and 002 (collectively referred to as "IDD Services") and the Customer will be provided with a unique PIN to authorise any outgoing IDD calls. The Customer will be solely responsible for instituting and maintaining security procedures to ensure the integrity and security of its network and the unique PIN. ViewQwest shall not be liable for unauthorised access to the Customer's network or other breaches of the Customer's network security.
- 11.2 By using the IDD Services, the Customer agrees to the following:-
- (a) To allow ViewQwest to redirect all IDD calls through ViewQwest's IDD Services; and

- (b) Being charged the corresponding IDD Rates based on the Customer's usage of the IDD Services. The IDD Rates are set out in the IDD Rates Table (see <https://corporate.viewqwest.com/products/onevoice.html>), which may vary from time to time without any prior notice to the Customer.

## 12 Leased Equipment

- 12.1 The Customer will only be eligible to receive leased equipment listed in this SAF ("Leased Equipment") if the Customer signs up for a twenty-four (24) month plan. In the event that the Customer signs up for a twelve (12) month plan, the Customer will be required to purchase equipment listed in this SAF.
- 12.2 ViewQwest will provide servicing and/or replacement of the Leased Equipment, subject to the Terms and Conditions herein.
- 12.3 Upon the expiration or termination of the Services, the Customer shall return the Leased Equipment to ViewQwest within seven (7) days from the date of expiration or termination of the Services.
- 12.4 The Customer shall be liable for the as new replacement cost of the Leased Equipment or a fit for purpose equivalent if:-
- (a) The Customer fails to return the Leased Equipment to ViewQwest within seven (7) days from the date of expiration or termination of the Services; or
- (b) The returned Leased Equipment is, in ViewQwest's reasonable opinion, not fit for purpose due to including but not limited to misuse, inappropriate care or unauthorized repair.
- 12.5 The Customer is eligible for an upgrade of the Leased Equipment upon fulfilling a continuous contractual period of twenty-four (24) months of the Services.
- 12.6 ViewQwest reserves the right to replace refurbished purchases with equipment that is fit for purpose at the point of installation.

## 13 Technical Support

- 13.1 The Customer may contact ViewQwest's Technical Hotline at +65 6491 1010 or via Email at [corporate.support@viewqwest.com](mailto:corporate.support@viewqwest.com).
- 13.2 In the event that the Customer requires on-site Technical Support, ViewQwest reserves the right to charge the Customer as follows:-

Period	Charges (SGD \$)
<b>1<sup>st</sup> Hour</b>	
All Hours	350.00
<b>Subsequent Hours</b>	
Weekday Office Hours (0900h to 1700h)	300.00 per hour
Weekday After Office Hours (1700h to 0900h)	700.00 per hour
Weekend and Public Holidays	875.00 per hour

- 13.3 ViewQwest may conduct Standard Scheduled Maintenance during the weekends between 1200h to 0500h.

## 14 Charges

- 14.1 All Charges quoted in this SAF:-
- (a) Are subject to change in accordance with the General Terms and Conditions; and
- (b) Do not include GST or any other applicable taxes, unless otherwise stated.
- 14.2 ViewQwest reserves the right to charge the Customer the following amounts:-

Item	Charges (SGD \$)
<b>One-Time Charge ("OTC")</b>	
Service Activation	19.99
Re-Activation	50.00 per line
<b>Call Charges</b>	
Local incoming calls from all networks (i.e. both On-Net and Off-Net)	Free
Local On-Net outgoing calls	Free
1 <sup>st</sup> 1,000 minutes of all local outgoing calls per line per calendar month	Free
Subsequent local Off-Net outgoing calls over the 1 <sup>st</sup> 1,000 minutes per line per calendar month	0.0148 per minute
<b>IDD Charges</b>	
IDD Rates	See Cl. 3.2(b)

## 15 Renewal and Termination

- 15.1 The Services will be automatically renewed on a monthly basis on mutually agreed terms at the Charges listed in this SAF, unless prior to the expiry of the Services, the Customer gives thirty (30) days' prior written notice to ViewQwest of its intention not to renew.
- 15.2 In the event that the Customer's connectivity services provided by ViewQwest expires or is terminated:-
- The Services provided under this SAF may similarly be terminated; and

The Customer is liable to pay any Early Termination Charges amounting to all the Charges payable for the remaining Term of the Services, if applicable.

## 16 General

- 16.1 Please read the General Terms and Conditions before registering and/or using ViewQwest's Services. These Terms and Conditions are deemed incorporated by reference.
- 16.2 Use of ViewQwest Services will constitute acceptance of these Terms and Conditions and any amendments thereto.

## Terms and Conditions Fibernet™ Lite Vouchers Promotion

This Fibernet Lite Voucher Promotion Terms and Conditions (the "Promotion Terms and Conditions") shall apply as follows:-

### 17 Definitions

- 17.1 Unless the context otherwise requires, the following words and expressions shall have the following meanings in this Promotion Terms and Conditions:-

<b>Participants</b>	Shall mean the eligible participants of this Promotion as described in Clause 18.3 of this Promotion Terms and Conditions.
<b>Partner</b>	Shall mean the ViewQwest partner, which the Participant may redeem the Vouchers with in relation to the Promotion.
<b>Promotion</b>	Shall mean the promotion set out in Clause 18 of this Promotion Terms and Conditions.
<b>Vouchers</b>	Shall mean the vouchers provided by ViewQwest to the Participants in accordance with this Promotion Terms and Conditions.

### 18 Promotion

- 18.1 This Promotion is for Vouchers to be issued to the Participants who subscribe to any ViewQwest Fibernet Lite Plan.
- 18.2 This Promotion shall run for a period as determined by ViewQwest (the "Promotion Period").
- 18.3 In order to qualify for this Promotion, the following conditions must be met:-
- (a) The Participant must be a subscriber of any Fibernet Lite Plan;
  - (b) The Participant must pay their first month's invoice issued by ViewQwest in full within the period set out in the said invoice; and
  - (c) After payment of the first month's invoice, the Participant will be able to collect the Vouchers at ViewQwest's main office within three (3) months from the date of the first month's invoice. In the event that the Participant fails to collect the Vouchers within the aforesaid period, the Vouchers shall be deemed forfeited by the Participant. ViewQwest will not be responsible for the Participant's failure to collect the Vouchers.
- 18.4 Upon collection of the Vouchers, the Participant:-
- (a) Is required to sign off on a form to acknowledge receipt of the Vouchers.
  - (b) Is entitled to redeem the Vouchers with ViewQwest's Partner before the expiry date stated on the Vouchers. In the event that the Participant fails to redeem the Vouchers before the expiry date, ViewQwest will not be responsible for any non-redemptions of the Vouchers.
- 18.5 The Promotion is subject to the following provisions:-
- (a) All Promotions are available during the Promotion Period only;
  - (b) If the Promotion consists of promotional rates, they will be applicable for the duration and in such a manner as set out in the Promotion. At the end of the duration set out in the Promotion, the promotional rates shall cease to apply and they will revert to the prevailing Charges (i.e. non-promotional Charges);
  - (c) Promotions are not valid with other discounts, promotions, offers or special packages, unless specified by ViewQwest;
  - (d) Promotions cannot be used to offset existing Charges or outstanding amounts due to ViewQwest;
  - (e) Promotions are non-exchangeable for cash or kind, and are non-refundable and non-transferrable; and
  - (f) In the event of a dispute, the Participant's entitlement to the Promotion is subject to the sole discretion and final determination of ViewQwest.

### 19 General

- 19.1 All information is correct at the time of print.
- 19.2 In the event of any inconsistency between these Promotion Terms and Conditions and any marketing or promotional material relating to this Promotion, these Promotion Terms and Conditions shall prevail.
- 19.3 ViewQwest reserves the right to revise any of these Promotion Terms and Conditions (including pricing plans) at its sole discretion without prior notice.

